

# National Rates- HCAHPS

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

## HCAHPS Question

How often did nurses communicate well with patients?

How often did doctors communicate well with patients?

How often did patients receive help quickly from hospital staff?

How often was patients' pain well controlled?

How often did staff explain about medicines before giving them to patients?

How often were the patients' rooms and bathrooms kept clean?

How often was the area around patients' rooms kept quiet at night?

Were patients given information about what to do during their recovery at home?

How do patients rate the hospital overall?

Would patients recommend the hospital to friends and family?

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## HCAHPS Answer Description

Nurses always communicated well

Doctors always communicated well

Patients always received help as soon as they wanted

Pain was always well controlled

Staff always explained

Room was always clean

Always quiet at night

Yes, staff did give patients this information

Patients who gave a rating of 9 or 10 (high)

YES, patients would definitely recommend the hospital

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